

# North Carolina COVID-19 Vaccine Management System (CVMS)

## Provider Enrollment Portal

## Responsible Officer User Guide

Version 5

March 9, 2021



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the  
CVMS Help Desk Portal\* at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)  
If you are in North Carolina, you can also call the COVID-19 Provider Help Center  
at (877) 873-6247 and select option 8. The COVID-19 Provider Help Center  
is available during the following hours:  
Monday – Friday: 7:00 AM – 7:00 PM ET  
Saturday – Sunday: 10:00 AM – 6:00 PM ET

\* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

*NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)*

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:  
VAC2021*

3. You will receive an e-mail with your username and temporary password to log into the portal

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# Overview

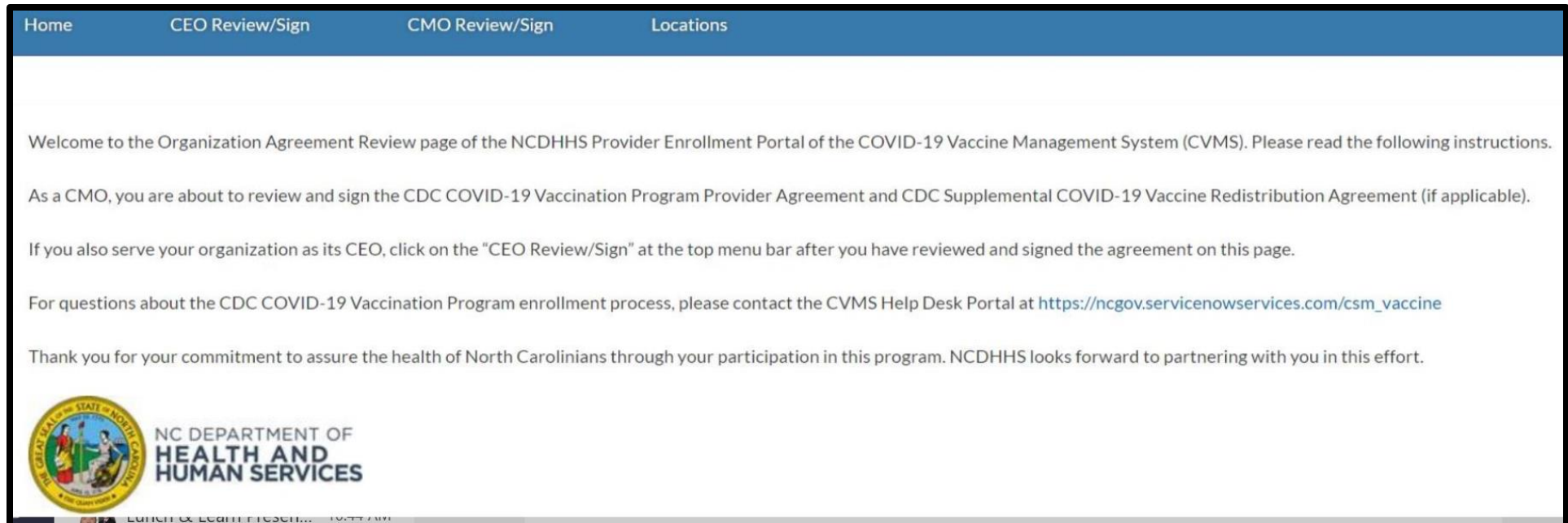
In this user guide, we will discuss how to complete the executive review and signature during the Provider Enrollment process in the CVMS Provider Enrollment Portal.

The content included in this training is for the following roles: **CMOs** and **CEOs**

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers
- Log into the CVMS Provider Enrollment Portal at <https://covid-enroll.ncdhhs.gov/>

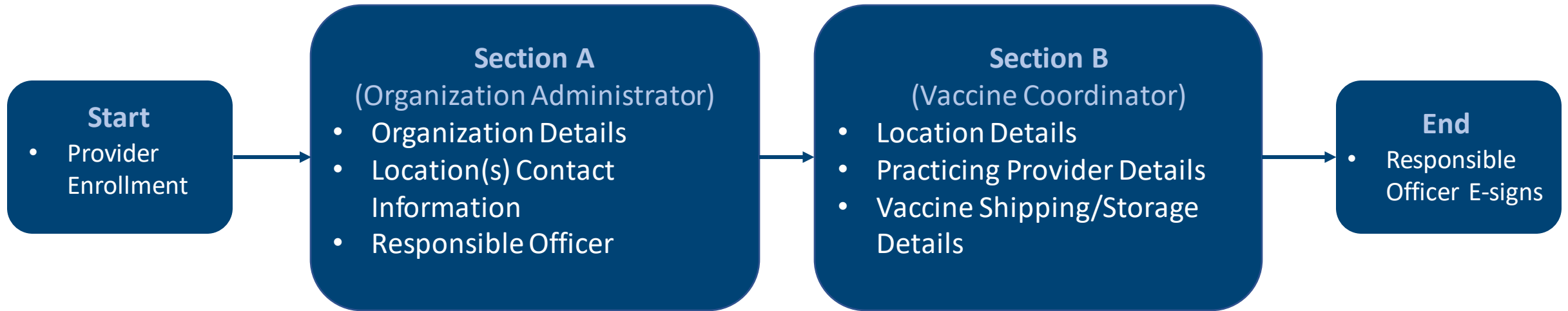
**Now, let's get started!**



# Provider Enrollment Process Overview

# CVMS Provider Enrollment Process Overview

The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.



## Additional Resources

- Provider Enrollment Portal - <https://covid-enroll.ncdhhs.gov/>
- Provider Enrollment Checklist - <https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms-steps-providers>



## Relevant Roles

- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)

# Provider Enrollment Roles

A provider is anyone who provides and administers healthcare services.



**Providers**

- Pharmacies
- Community health centers
- Hospitals
- Clinics
- Long-term care facilities
- Acute care hospitals
- Urgent care clinics
- Other medical care facilities

## Organization Administrator

- Completes Section A for the entire organization.

## Vaccine Coordinator

- Completes Section B for their assigned location(s)
- On-site at the location

## Chief Executive Officer (CEO)

- Reviews and signs on behalf of all locations within the organization

## Chief Medical Officer (CMO)

- Reviews and signs on behalf of all locations within the organization

# Provider Enrollment Role Checklist

COMPLETE THE CHECKLIST below for EACH ROLE that you serve in your organization

## Organization Administrator

- ☐ **Register** for a Provider Enrollment account
- ☐ Mark if your organization is a **Redistribution Participant**
- ☐ **Add** all locations
- ☐ Add your organization's **CMO**
- ☐ Add your organization's **CEO**

## Vaccine Coordinator

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
  - ☐ **Upload pictures** of the interior and exterior of your **storage units**
  - ☐ **Input all practicing providers** at your location
- For locations with at least 25 practicing providers:**
- ☐ Request & return the **Practicing Provider Bulk Upload Template** to CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)
  - ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
  - ☐ Review and sign the **Storage and Handling Attestation**

## Chief Executive Officer (CEO)

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
- ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
- ☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**

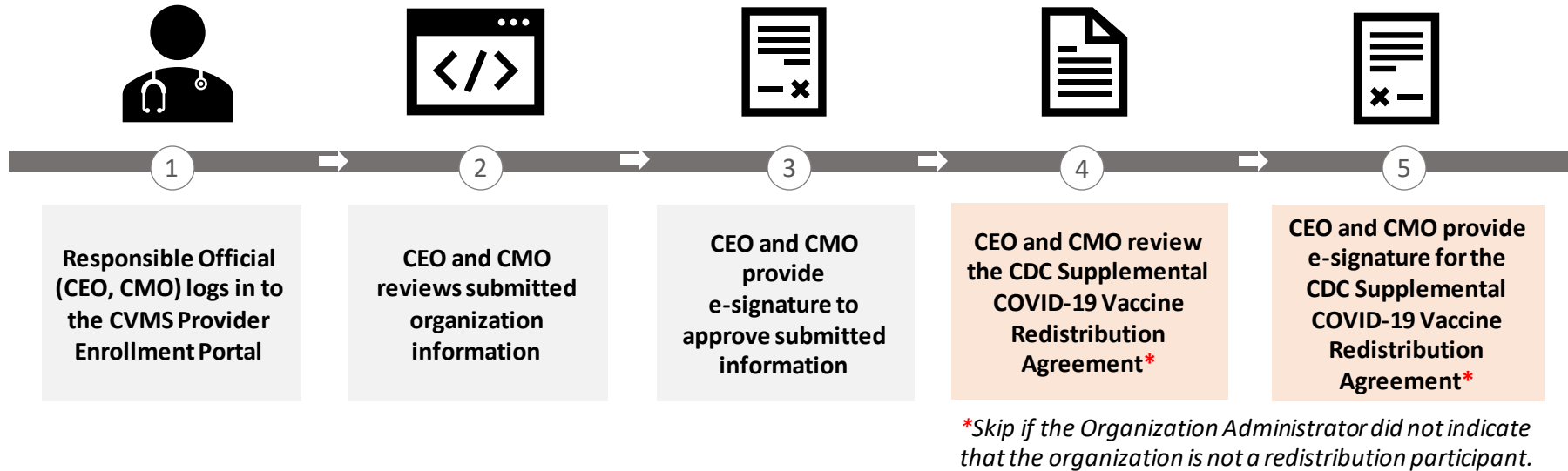
## Chief Medical Officer (CMO)

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
- ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
- ☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**



# Completing the Responsible Officer Review & Sign Process

# Provider Enrollment Workflow – Providing E-Signature



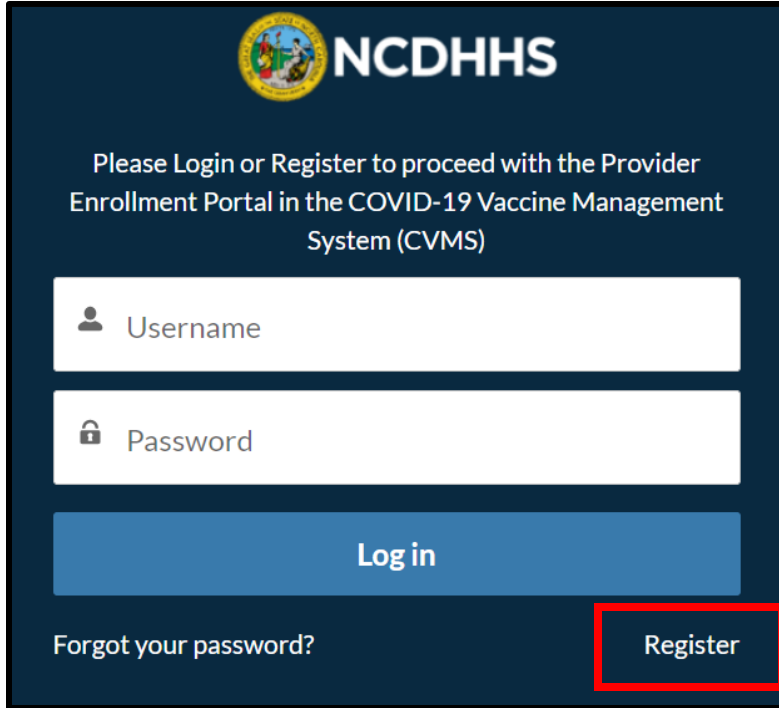
## Audience

CEO

CMO

***If any changes are made to Section A after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and CEO / CMO signatures will be required again.***

## Step 1 of 6: Log into the CVMS Provider Enrollment Portal Responsible Officer Log-in



Once you are ready to review and sign the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT** (if applicable) for your organization, navigate to the CVMS Provider Enrollment Portal.

Use the email address where you received the email invitation to the Provider Enrollment Portal to create your account.

1. Click **REGISTER**
2. Enter your **NAME AND EMAIL**
3. Create your **PASSWORD**
4. Click **SIGN UP**

### Audience

CEO

CMO

### Tips

Link to the portal included in the email inviting you to register.

Review the **CVMS Provider Enrollment Account Registration and Password Reset User Guide** if you do not have an account, which is located on the NC Immunization Branch website: [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#)

## Step 2 of 6: Review the Organization Agreement Review Process

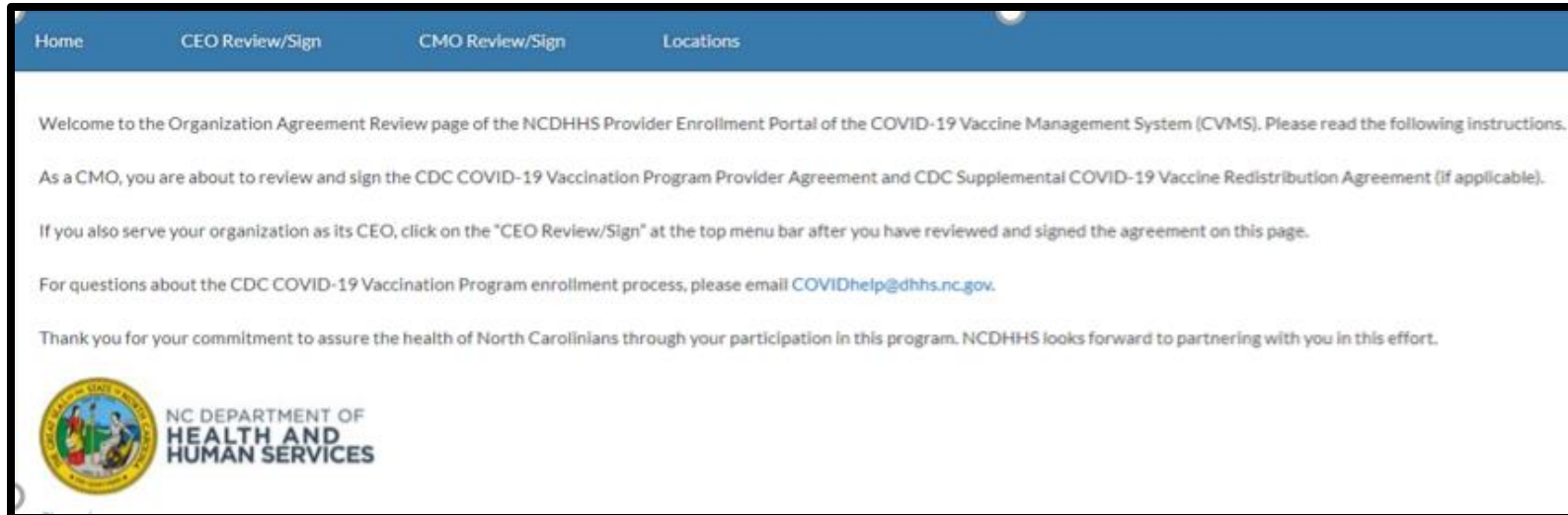
After logging in, you will see a message appear with a few **IMPORTANT REMINDERS** about the **ORGANIZATION AGREEMENT REVIEW PROCESS**. The Organization Agreement Process will work similarly for **BOTH CMOs** and **CEOs**.

1. Read the **REVIEW**
2. **CLOSE** the window

### Audience

CEO

CMO



## Step 3 of 6: Provide an e-Signature - CDC COVID-19 Vaccination Program Provider Agreement

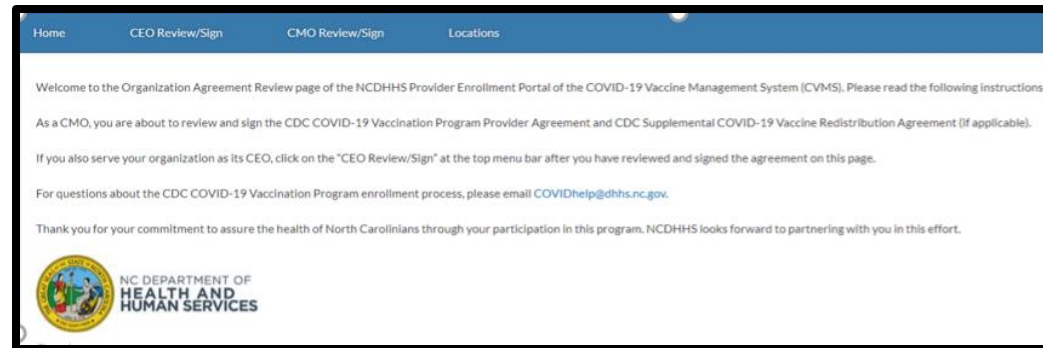
After closing the message, you will be able to review the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and your **ORGANIZATION INFORMATION**. After reviewing the agreement and all provided details, you can **E-SIGN THE DOCUMENT**.

1. **REVIEW** the agreement and organization details
2. **DRAW YOUR SIGNATURE HERE**
2. Click the **ADOPT AND USE**
3. Click **NEXT**

### Audience

CEO

CMO



Home CEO Review/Sign CMO Review/Sign Locations


Welcome to the Organization Agreement Review page of the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Please read the following instructions.

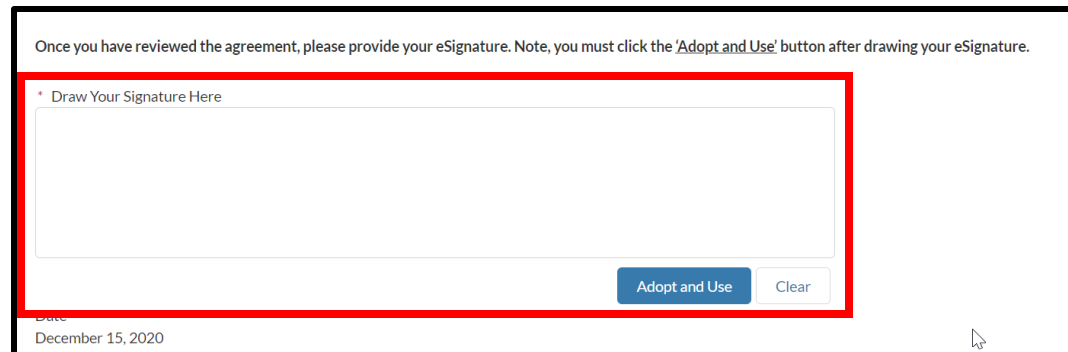
As a CMO, you are about to review and sign the CDC COVID-19 Vaccination Program Provider Agreement and CDC Supplemental COVID-19 Vaccine Redistribution Agreement (if applicable).

If you also serve your organization as its CEO, click on the "CEO Review/Sign" at the top menu bar after you have reviewed and signed the agreement on this page.

For questions about the CDC COVID-19 Vaccination Program enrollment process, please email [COVIDhelp@dhhs.nc.gov](mailto:COVIDhelp@dhhs.nc.gov).

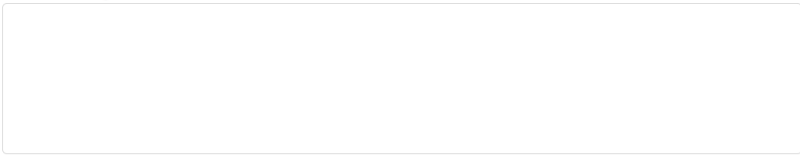
Thank you for your commitment to assure the health of North Carolinians through your participation in this program. NCDHHS looks forward to partnering with you in this effort.

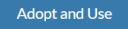

 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES



Once you have reviewed the agreement, please provide your eSignature. Note, you must click the 'Adopt and Use' button after drawing your eSignature.

\* Draw Your Signature Here



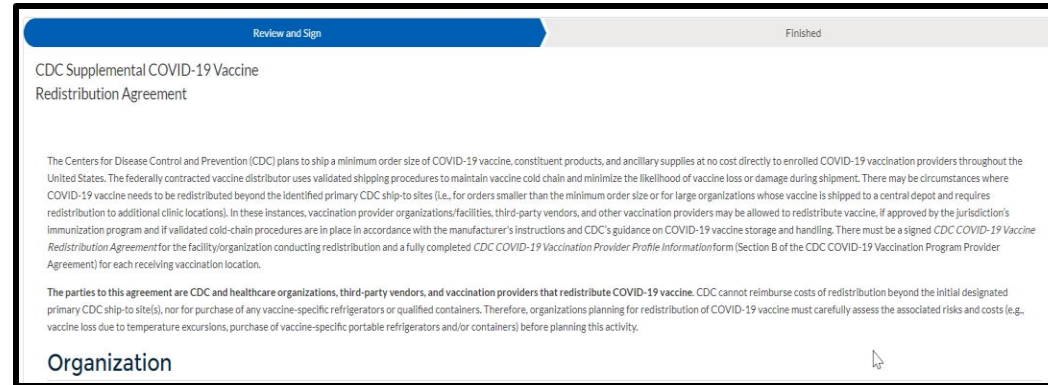
Date  
December 15, 2020

## Step 4 of 6: Provide an e-Signature - CDC Supplemental COVID-19 Vaccine Redistribution Agreement

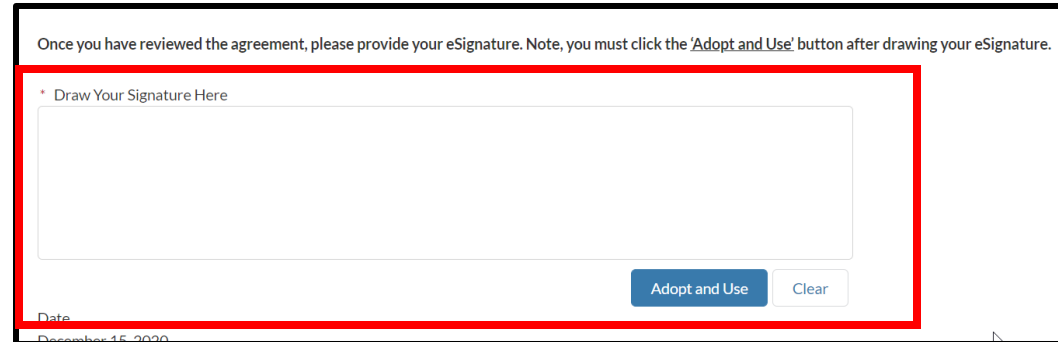
If your Organization Administrator indicated that your **ORGANIZATION IS A REDISTRIBUTION PARTICIPANT**, you will see the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT**.

*If you are not a redistribution participant, continue to the next step.*

1. **REVIEW** the agreement and organization details
2. **DRAW YOUR SIGNATURE HERE**
2. Click the **ADOPT AND USE**
3. Click **NEXT**



The screenshot shows a web interface for reviewing the CDC Supplemental COVID-19 Vaccine Redistribution Agreement. At the top, there are two tabs: "Review and Sign" (active) and "Finished". The main content area contains the title "CDC Supplemental COVID-19 Vaccine Redistribution Agreement" and two paragraphs of text. The first paragraph describes the CDC's plan to ship a minimum order size of COVID-19 vaccine and the conditions for redistribution. The second paragraph states the parties to the agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers. At the bottom, there is a label "Organization" and a cursor icon.



The screenshot shows the e-signature step of the agreement. It includes the instruction: "Once you have reviewed the agreement, please provide your eSignature. Note, you must click the 'Adopt and Use' button after drawing your eSignature." Below this is a red-bordered box containing a text area labeled "Draw Your Signature Here" and a "Date" field with the value "December 15, 2020". To the right of the signature area are two buttons: "Adopt and Use" (highlighted in blue) and "Clear".

### Audience

CEO

CMO

### Tips

This agreement will not appear if your organization is not a redistribution participant.

If you are not a redistribution participant, continue to the next step.

# Step 5 of 6: Review & Signature Complete

Once you are **DONE REVIEWING AND SIGNING** the appropriate agreement for your organization, the provider enrollment **PROCESS IS COMPLETE**.

*If any changes are made to Section A after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and signatures will be required again.*

If **YOU ARE BOTH THE CEO AND CMO**, continue to the **NEXT STEP**.

## Audience

CEO

CMO

Home

CEO Review/Sign

CMO Review/Sign

Locations

Review and Sign

Finished

Review and Sign

Organization

Organization Identification:

Organization Name

Home

✓

Finished

Thank you

Your signature has been recorded successfully.

# Step 6 of 6: Complete CMO / CEO Review & Signature

If **YOU ARE BOTH THE CEO AND CMO**, you can **COMPLETE ALL THE SAME STEPS** for the **REMAINING ROLE**.

You will be able to complete the remaining steps using the navigation bar the top of your page.

- 1. If you completed the CMO review / signature, click **CEO REVIEW/SIGN** at the top of your page
- 2. If you completed the CEO review / signature, click **CMO REVIEW/SIGN** at the top of your page

## Audience

CEO

CMO

Home

CEO Review/Sign

CMO Review/Sign

Locations

Review and Sign

Finished

Review and Sign

Organization

Organization Identification:

Organization Name



# Appendix

# Organization Status Notification

The Organization Administrator, CEO, and CMO will receive an **EMAIL NOTIFICATION** once the status of the organization changes to **APPROVED** or **REJECTED**. Rejected statuses will generate an email with the **REASON FOR REJECTION**.

## Audience

Organization  
Administrator

CEO

CMO

Dear COVID-19 Vaccine Provider Applicant,

This memo confirms your enrollment in the Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Program in North Carolina and provides next steps for activation in the COVID-19 Vaccine Management System (CVMS). Your CDC COVID-19 Vaccination Program Provider Agreement and Provider Profile have been reviewed and accepted. Now that you have enrolled, you can complete the activation process in CVMS. **You do not have access to CVMS until you are enrolled AND you complete the activation process.** CVMS activation is required for all sites that will receive COVID-19 vaccine (either as direct allocation or transferred vaccine from another enrolled provider) but does not guarantee vaccine availability. If you have already started the activation process, please use the steps below to complete activation.

As a reminder, providers must be able to meet all participation requirements outlined in Section A of the CDC COVID-19 Vaccination Program Provider Agreement. Below is a summary of the information you provided and the status of each location:

Number of Locations requested: 2.  
Number of Locations approved: 1.  
Number of Locations rejected: 0.  
Number of Practicing Providers requested: 1.  
Number of Practicing Providers approved: 1.  
Number of Practicing Providers rejected: 0.

Please ensure that any changes to Section B of your CDC COVID-19 Vaccination Program Provider Agreement and Provider Profile are updated in within 30 days. If there is a change to the signing Chief Medical Officer (or equivalent) and/or Chief Executive (or Fiduciary) Officer, the North Carolina Immunization Branch must be notified immediately by submitting a ticket to the [CVMS Help Desk Portal](#) (see instructions for registering below) and a new agreement must be issued.

**Directions for CVMS Help Desk Portal Registration**





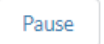
Before you can submit a help desk ticket, you must register for an account within the CVMS Help Desk Portal, following the below instructions:

1. Visit the [CVMS Help Desk Portal](#)

# Additional Notes

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## Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- **\* Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

## Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).

## Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browser to access CVMS.
- For more information on approved browsers, see [https://help.salesforce.com/articleView?id=getstart\\_browsers\\_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- Note: Internet Explorer and Edge (Non-Chromium) browsers are not supported.

# User Guide Change Log

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## Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/14/2020	• Original version		Kevin Kauffman
2	12/31/2020	• Removed link to the Provider Enrollment portal	4, 6	Simon Couderc
3	1/7/2020	• Removed any mention of the 2 CVMS Help Desk emails. Added TIPS mentioning retired emails. Added Service Now Portal information.	1, 2, 4, 8, 12, 13, 18, 19	Courtney Seward
4	2/11/2021	• Took out any mention of the covidhelp email	4,8,12,13,18	Courtney Seward
5	3/9/2021	• Updated registration steps, organization approval and resubmission requirements	10, 11, 18	Azalea Troche